

7th September 2015

**DnGmedia**  
news across the region

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Dear Charlotte

I enclose the IPSO annual statement for Annandale Observer Ltd for the period 8th September 2014 to the 31st December 2014.

If you have any queries please do not hesitate to contact us.

Yours sincerely

*Stephen  
Glaister*

Stephen Glaister  
Group Accountant

**Courier**

**Herald**

**Moffat News**

**Observer**

**DnG<sup>24</sup>**

## Annandale Observer Ltd

### IPSO Annual Statement :- 8th September 2014 to 31st December 2014.

#### Introduction : About DNG Media

DNG MEDIA is the largest independent publisher in Dumfries and Galloway with three weekly newspapers, a website and a range of specialist publications.

The print titles are the Annandale Observer, Annandale Herald & Moffat News, all paid for, and the Dumfries Courier, which is distributed free through a mix of home delivery and pick-up points, while, in addition, it is sold with a cover price at retail outlets.

Editorially the newspapers take an independent political stance and are very much community focussed on the local areas covered by each title. General regional news, sport and features are normally included across most or all platforms.

In print, DnG Media covers a large geographical area taking in most of the eastern half of Dumfries and Galloway, including the largest town of Dumfries with a population of around 38,000 and Annan, where our offices are located, the third biggest with a population of almost 9,000.

The circulation area also includes part of north Cumbria over the border in England and Liddesdale across the regional boundary in Scottish Borders.

All the newspapers have their origin in the 19th century, have a large readership and are very much a point of reference in the communities they serve.

Our news website, DnG24, specialises in breaking news with pictures, some later covered in greater detail in the newspapers. It also features sport, features, road and weather information.

The website includes content from across all Dumfries and Galloway, population 151,000, including Stranraer, in the far west, the second biggest town with a population of more than 10,000.

Both print and online content is edited at our base in Annan by a team comprising the editor, news editor and chief reporter.

Copy and pictures are produced by staff journalists and a staff photographer, established freelance correspondents and agencies together with specialist and community contributors. Lively letters pages are a useful forum for local issues.

In terms of DnG Media's membership of IPSO, the publisher's responsible person is Stephen Glaister, Group Accountant.

## Our editorial standards

ALL OUR editorial team live and work in our circulation area and are in daily contact with readers.

That ongoing feedback not only keeps us in touch with the communities but means we get a swift response to content after publication. We value that feedback, positive or negative, as an additional means of maintaining editorial standards.

We have high readership levels for our print titles, an expanding online audience and take the responsibility which comes with that trust seriously.

Our aim is to be fair and balanced in what we publish, being unashamedly parochial at times, but satisfying the demand for local news, sport, information and providing an effective local advertising service.

DnG Media has traditionally used the Editors' Code of Practice as a benchmark for our news coverage and takes ongoing professional advice on the latest legal developments impacting on journalism.

On contentious stories we seek to verify facts from more than one source and have used the pre-publication guidance service from both the former Press Complaints Commission (PCC) and the new Independent Press Standards Organisation (IPSO).

We include here, for example only, cases, not relating to the particular three months covered by this report, where we took into consideration PCC / IPSO advice from the perspective of the Editors' Code of Practice as an element of the decision-making process.

One involved a report relating to a death by suicide where, after taking advice from several sources, we avoided using details of the method used.

The second example was when we considered the use of a photograph featuring private property taken from a public place. On this occasion we opted not to use a picture because of concerns highlighted to us that the empty home was at risk of a break-in.

A third case, where general advice was sought, related to the identification in a court case where a domestic abuse victim was named and her general location given. In light of the particular circumstances drawn to our attention we decided not to identify the victim.

## Complaints handling process

WE HAVE a long-established policy of correcting factual errors at the earliest opportunity. In doing so this helps maintain the trust between our newspapers and our readers.

Minor factual errors are normally dealt with by the reporter concerned and may have been drawn to their attention by face to face contact, through a phone call, website message or by email, the address of which is displayed on by-lines. The reporter would then submit the correction to the newsdesk, where it would be reviewed as part of the normal editing process.

More serious complaints also come in through the same avenues and are immediately logged. They are normally dealt with by the editor or in his absence by the news-editor or chief reporter.

The writer and sources of any disputed content is checked, an assessment made and memo completed for our records. We update the complainant at the earliest opportunity and if a correction is required agree a form of words.

A summary of our complaints policy and contact details for IPSO appear in all our newspapers.

In addition, details of our complaints procedure and the opportunity available to make a complaint to IPSO is displayed on our news website, DnG24, as below:

*DNG Media takes complaints about the editorial content seriously. We are committed to abiding by the Independent Press Standards Organisation (IPSO) rules and regulations and the Editors' Code of Practice that IPSO enforces.*

*Complaints Policy*

- 1) *This policy relates to all complaints made against the editors' code of practice administered by IPSO.*
- 2) *DNG Media aims to handle all complaints as efficiently and effectively as possible.*
- 3) *All complaints will be acknowledged within five working days.*
- 4) *If we receive multiple complaints about the same issue we may make one response to all.*
- 5) *We may request further information from you, for us to investigate your complaint.*
- 6) *We will seek to resolve the complaint once all the details have been established to your satisfaction within 28 days where appropriate. If we fail to resolve this to your satisfaction then you may refer the matter to IPSO.*
- 7) *If we feel that we cannot take your complaint forward because we do not believe it has raised a complaint against the Editors' Code we will let you know.*
- 8) *You can see a copy of the Editors' Code [here](#) (web link).*
- 9) *If you are not satisfied with the outcome of a complaint you can contact IPSO [here](#).*
- 10) *If at any stage we do not hear back from you within a 28-day period, we will consider your complaint to be resolved.*

## Training process

OUR EDITORIAL team comprises senior journalists with lengthy and varied experience and several trainees.

The newspaper group has had a long association with the National Council for the Training of Journalists (NCTJ) and trainees learn through a mix of on-the-job experience, college courses and distance learning towards gaining relevant NCTJ qualifications.

There is ongoing internal discussion and training on developments in law and legislation, impacting on our journalism.

## Record of compliance

DURING the period 8th September 2014 to 31st December, 2014, DnG Media logged 10 complaints.

Most were resolved satisfactorily through discussion and explanation and the remainder were factual inaccuracies which were corrected at an early opportunity.

There were were no complaints relating to our newspapers or website submitted to IPSO for independent adjudication.

Signed *Stephen Glaister*

Stephen Glaister  
IPSO Responsible Person

Date 07/09/2015